DAS Memorandum on Workers’ Compensation HR Centralization for Agency Business Partners, Managers, and Supervisors

**Effective 8/28/20**, Agency HR personnel for certain State Agencies (known as “in-scope” agencies) will become part of a centralized human resources group under the Department of Administrative Services (DAS). Some HR personnel will be assigned to remain at agencies, some will join special functional units. One functional unit within this group is workers’ compensation, known as HRWC.

HRWC will be composed of 4 groups, known as “Pods”. Each Pod’s staff will service certain agencies. These Pods and their respective agencies are as follows:

Public Safety:

* DOC (Dept of Corrections)
* BOP (Board of Parole)
* DESPP (Dept of Emergency Services & Public Protection)

Human Services:

* DDS (Dept of Developmental Services)
* DCF (Dept of Children & Families)
* DSS (Dept of Social Services)

Health Services:

* DMHAS (Dept of Mental Health & Addiction Services)
* DPH (Dept of Public Health)
* DVA (Dept of Veterans Affairs)
* CMHC (Correctional Managed HealthCare)
* OHS (Office of Health Strategy)

General Government “GG”:

* Regulatory: DEEP, CSC, DCC
* Transportation: DOT, DMV
* Education/Workforce: SDE, CTECS, DORS, OEC, OHE, DOL
* Administration/Regulatory: OTG, LTG, DAS, DECD, DOH, DOAG, DCP, DOB, DOI, DRS, CSL, OGA, CHRO, FOI, SEEC, OSE, WCC, TRB

If you are receiving this memorandum, your Agency is one of the in-scope agencies. When a workers’ compensation (WC) claim occurs, you will need to know what stays the same at your agency, and what procedures will change due to the HRWC Centralization.

What Stays the Same:

* The Supervisor still refers to the Agency claim packet or can find the fillable pdf forms at the [DAS WC Forms Website](https://portal.ct.gov/DAS/Workers-Comp/DAS-Workers-Compensation/Workers-Compensation-Rights-Responsibilities-and-Claims/Documents) for the WC forms necessary to report and process a workers’ compensation claim.
* Injuries are still reported to the supervisor, who still fills out the **DAS Form 207** (first report of injury), the **DAS Form 207-1** (accident investigation), and calls in the claim to the State’s third-party administrator, Gallagher Bassett (GBS) using the **1-800-828-2717** number at the bottom of the DAS Form 207.
* The Supervisor still coordinates efforts with the injured employee to provide and complete the remaining WC packet forms that are needed for the WC processing: **DAS Form 715** (Use of Accruals), **WCC Form 1A** (filing status), **DAS PER-WC Form 211** (third-party and concurrent employment) and **DAS Form 208** (physician form for medical visit).
* The Supervisor and/or Agency Business Partner (the Centralized HR representative(s) assigned to remain at the agency) will continue to coordinate efforts with the Workers’ Comp staff to return the injured employee to work.

What Changes in Centralization (effective 8/28/20):

* The Supervisor will notify their Agency-specific HRWC Pod of a **new injury** via pod-specific fax (“Rightfax”) or Rightfax email. The Supervisor will send their HRWC Pod the completed DAS Form 207 and DAS Form 207-1, and accompanying forms if available. If an employee has a **recurrence**, they must report it to their Supervisor. The Supervisor provides the appropriate forms (DAS Form 715 and DAS PER-WC Form 211), and any associated medical note, if available, and sends to the applicable Pod.
* Pod RightFax numbers are as follows, for traditional fax machines or via Rightfax email:
  + **Public Safety:** **1-860-707-1846** (fax); **DAS\_RfaxWCPS@ct.gov** (email)
  + **Human Services:** **1-860-622-4955** (fax); **DAS\_RfaxWCHU@ct.gov** (email)
  + **Health Services:** **1-959-200-4841** (fax); **DAS\_RfaxWCHE@ct.gov** (email)
  + **General Govt.:** **1-860-730-8316** (fax); **DAS\_RfaxWCGG@ct.gov** (email)
  + NOTE - Check your agency outgoing call/fax procedure for dial-out prefixes (9, etc).
* The applicable HRWC Pod staff will follow up with the injured worker to obtain any missing forms after initial effort by the Supervisor, in time for processing deadlines. These documents are very important to determine proper wage replacement benefits, if applicable.
* The Supervisor and/or Business Partner will notify their applicable HRWC Pod contact of any changes in work status from a medical provider (“out of work” notice or “return to work” notice) received from the injured employee, and send to the applicable HRWC Pod via fax (Rightfax) or Rightfax email.
* The applicable HRWC Pod staff will process the claim rather than the Agency. This means the Pod staff will:
  + create a WC file
  + provide Agency Time & Labor/Payroll personnel with appropriate coding for Agency completion of timesheets.
  + complete entries in Core-CT for employees going out of work due to a workplace injury or returning to light, recoup post (DOC only), or full duty.
  + work with Gallagher Bassett and the Agency Business Partners and supervisor on return-to-work efforts
  + work with Agencies to complete reconciliations that are needed for restoration of accruals, if applicable.
* HRWC staff will not necessarily be dedicated to one particular Agency. They will be DAS employees focused on providing a centralized service to all in-scope Agencies.
* Effective 8/28/20, and until at least early 2021, HRWC staff will be working remotely. They will have electronic access to Agency WC files.
* HRWC Pod Managers will assign their staff to process Agency WC claims based on individual Pod needs. The Pod Managers will communicate their staff contact information to their applicable Agencies. The Pod Managers are:
  + Public Safety: [patricia.silva@ct.gov](mailto:patricia.silva@ct.gov)
  + Human Services: [annmarie.ritter@ct.gov](mailto:annmarie.ritter@ct.gov)
  + Health Services: [filip.pensa@ct.gov](mailto:filip.pensa@ct.gov)
  + General Government: [heather.lizotte@ct.gov](mailto:heather.lizotte@ct.gov)

When Agencies have questions about procedures, etc, they can contact their applicable HRWC Pod Manager for assistance.